

GUIDE TO MEDICAL CENTER SERVICES



St. Cloud VA Medical Center



Alexandria Clinic



Brainerd Clinic



Montevideo Clinic





Dear Veteran:

Welcome to the St. Cloud VA Medical Center. Our staff is dedicated to working toward one purpose – fulfilling your needs as a patient.

We hope that this “Guide to Medical Center Services” will answer questions you may have about your VA health care. We encourage your comments about your care. Your input will help us to continue to meet our goal of providing quality health care to Veterans.

Thank you for choosing VA health care. It is our honor and privilege to serve you!

A handwritten signature in black ink, appearing to read "Barry Bahl". The signature is fluid and cursive.

Barry I. Bahl
Medical Center Director

The VA Mission

*Honor America's Veterans
by providing exceptional health care
that improves their health and well-being.*

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Primary & Specialty Medicine

Primary and Specialty Medicine Services help Veterans through the management of acute and chronic disease. Care provided includes a variety of programs:

Primary and Specialty Medicine Outpatient Services:

- General preventive health care
- Management of chronic diseases
- Depression management
- Oncology consultations
- Rheumatology consultations
- Geriatric memory evaluation
- Operation Enduring Freedom & Operation Iraqi Freedom Veteran health screening and care coordination
- Educational programs on prescribed medications, diabetes management, smoking cessation and weight control
- Respiratory Therapy services
- Pulmonary consultations
- Cardiology consultations
- Telephone Care Program
- Urgent Care Services
- Home Care Telehealth
- Compensation and Pension Exams
- Environmental Exams
- Women's Health Clinic

Community Based Outpatient Clinics provide general health care to eligible Veterans near their homes. For more information on this option for care, call the **Eligibility office at (320) 255-6340**.

Community Based Outpatient Clinics (CBOCs) are located in Alexandria, Brainerd and Montevideo.

Primary & Specialty Medicine Services

Clinic Appointments

Clinic appointments are pre-scheduled for you. You will receive an appointment letter approximately 30 days prior to your appointment. If you need to reschedule your appointment please call **(320) 255-6339**.

Telephone Care (Triage)

For assistance with medical questions or concerns that may arise between visits, we encourage you to call Telephone Care at **(320) 252-1670, and press option 4**. Telephone care is staffed by registered nurses (RNs) who will assist you. After the nurse reviews your problem, he/she may:

- Refer you to your local emergency room
- Make an appointment with your doctor
- Give you instructions to follow for self care

When you place your call to Telephone Care, please be ready to give the following information:

- Your name
- The last four digits of your Social Security number
- The name of your health care provider

Call for Care:

Monday-Friday 8:00 a.m. to 4:30 p.m. – (320) 252-1670, option #4

Weekends, Holidays, Evenings, Nights call

NURSE VA at 1 (866) 687-7382

Suicide Prevention Hotline 1 (800) 273-8255

IF YOU ARE HAVING AN EMERGENCY, PLEASE CALL 911

Urgent Care Clinic

Urgent Care is not emergency care. Veterans who have a potentially life-threatening medical condition should call 911 or go directly to the nearest emergency room.

The Clinic is staffed with a medical provider, registered nurses and medical support services.

Hours of Operation:

8:00 a.m. – 6:00 p.m.

Seven days a week, including Federal holidays

Location - Building One (Main Building)

Between 8:00 a.m. & 4:30 p.m. Monday–Friday, call (320) 252-1670, option 4

After hours and on weekends and holidays, call 1 (866) 687-7382

Care provided:

The Urgent Care Clinic provides medical care for patients with an acute medical or psychiatric illness and minor injuries for which there is a pressing need for treatment to prevent the condition from worsening or making recovery less likely.

Care not provided:

- Emergency medical care
- Pediatric care
- Maternity care

Detoxification care:

- Patients who have scheduled admissions to Mental Health programs should check in at Building 111. Others will be evaluated where they present.

Emergency Care in Non-VA Facilities

At some time in your life, you may need emergency care. **When you need emergency care, you should go to the nearest hospital that has an emergency room.** If you go to the hospital in an ambulance, the paramedics will usually take you to the closest emergency room.

What is a medical emergency?

A medical emergency exists when an injury or illness is so severe that without immediate treatment the injury or illness threatens your health or your life.

How do I know if I'm having a medical emergency?

Use your best judgment. If you believe you are suffering from an emergency call 911 or go to the nearest emergency room.

Do I need to call the VA before I obtain emergency care?

No. Call 911 or go to the nearest emergency room. If you are admitted, your family, friends or hospital staff should contact the nearest VA medical center as soon as possible to provide information about your emergency room visit.

Does my enrollment in the VA Health Care System change my coverage for emergency care?

Yes, it may. The VA Medical Center's Fee Basis clerk can explain your options. You may reach the Fee Basis department at (320) 252-1670, ext. 6483.

Does my other insurance (TRICARE, Medicare, Medicaid, Blue Cross, etc.) change my VA coverage for emergency services?

Yes, it may. A VA Medical Center Fee Basis clerk can explain your options. You may reach the Fee Basis department at (320) 252-1670, ext. 6483.

Will VA pay for emergency care if I am in jail?

No. Usually, the jail has the responsibility for providing you with medical care.

Emergency Care in Non-VA Facilities

Will VA pay for emergency care received outside the United States?

If you are outside the United States and being treated for a service-connected condition the VA will pay for emergency care. The VA will not pay for emergency care related to non service-connected conditions. Contact the VA Health Administration Center at (877) 345-8179 for more information, or go to <http://www.va.gov/hac/hacmain.asp>.

How long do I have to file a claim for reimbursement for emergency medical care?

Please file your claim with the nearest VA medical center quickly. If your regional office recently determined your benefits, you should submit a reimbursement claim as soon as you can. Time limits usually apply. Contact the medical center's Fee Basis department at (320) 252-1670, ext. 6483 for an explanation of these limits.

Will I have to pay for a portion of my emergency care?

You may have to pay for a portion of your emergency care. The VA medical center's Fee Basis department can explain how different factors affect your need to pay for part of your care.

If I am admitted to the hospital because of an emergency, what will VA pay?

This depends on your VA eligibility status and other factors. VA may pay all, some or none of the charges after you are admitted. The VA Medical Center's Fee Basis department can explain these factors and their impact on your particular circumstance.

For more information:

You can get more answers to your questions on the Veterans Health Administration website at <http://www.va.gov/hac/hacmain.asp> under Non-VA Care.

You may also contact the Fee Basis department in the St. Cloud VA Business Office at (320) 252-1670, ext. 6483 for details about your specific situation.

Surgical and Specialty Care Services:

The St. Cloud VA Medical Center currently provides the following Surgical and Specialty Care Services.

- Audiology (for eligible Veterans)
- Cardiology
- Colonoscopies
- Dentistry (for eligible Veterans)
- Epidural injections
- Optometry (for eligible Veterans)
- Orthopedics
- Podiatry
- Retinal Scanning (digital pictures of the eye)
- Surgical Procedures (currently limited)
- Specialty referrals to the Minneapolis VA Medical Center
- Urology
- Wound Care

New Services Coming in 2010:

- Renovated Podiatry, Orthopedic and Wound Care space.
- Ambulatory Surgery Center (ASC) to open in summer, 2010. It will include:
 - An additional 9,000 square feet of space, including three operating rooms.
 - An expanded recovery room area and intake rooms.
- The most frequently performed procedures in the Ambulatory Surgery Center will be:
 - Cystoscopy
 - TURBT (Trans-Urethral Resection of Bladder Tumor)
 - Minor urology procedures
 - Knee and shoulder Arthroscopy
 - Carpal Tunnel Release
 - Hernia Repair
 - Hand and foot surgery
 - Local excision of malignant/benign skin lesions

Mental Health Services

Mental Health Services provides treatment for mental, emotional, and substance use issues in both inpatient and outpatient settings.

Mental Health Care Services:

Acute Inpatient Treatment

This unit provides a safe, supportive learning environment for Veterans who require hospitalization during an acute phase of their illness. This includes care for Veterans who have substance use disorders and are in need of detoxification. Services include:

- Psychiatric Intensive Care Unit
- Psychiatric evaluation and treatment
- Assessment & treatment of withdrawal from alcohol/chemicals
- Behavioral interventions
- Supportive Counseling
- Health education
- Medication management
- Pastoral care
- Recreation Therapy
- Discharge planning

Outpatient Treatment

- Psychiatric evaluation and treatment
- Care Coordination
- Individual and group therapy
- Health education
- Medication management

Scheduling: Monday-Friday (except federal holidays), 8:00 a.m. – 4:30, p.m.,

Call (320) 252-1670 and choose option 2. Then, press 2 again for

Mental Health Clinic Scheduling.

If your call is urgent, please let us know.

Weekends, Holidays, Evenings, Nights call

NURSE VA at 1 (866) 687-7382

Suicide Prevention Hotline 1 (800) 273-8255

IF YOU ARE HAVING AN EMERGENCY, CALL 911

Mental Health Services

Residential Rehabilitation Treatment Program

This 148-bed program provides treatment in a residential setting to Veterans with mental illnesses and with or without a substance abuse disorder. The program includes:

- Treatment of individuals who suffer from mental illness, substance abuse or a combination of these disorders.
- Treatment of a variety of mental health issues such as depression, bipolar disorder or anxiety.
- Post Traumatic Stress Disorder (PTSD) treatment for Veterans with combat trauma or non-combat related trauma.
- Independent Living Skills Program focusing on community re-entry.

Admission Information

Monday – Friday 8:00 a.m. to 4:30 p.m. call (320) 255-6390

Weekends, Holidays, Evenings, Nights call

NURSE VA at 1 (866) 687-7382

Vocational Rehabilitation

Vocational Rehabilitation provides the following services:

- Evaluation and Planning
- Vocational Testing and Counseling
- Job-seeking Skills Training
- Compensated Work Therapy
- Incentive Therapy
- Supported Employment

Mental Health Intensive Case Management

Mental Health Intensive Case Management provides community based intensive case management services to clients with a diagnosis of severe and persistent mental illness, a severe functional impairment, and who live within 40 miles of the St. Cloud VA Medical Center.

Suicide Prevention Hotline 1 (800) 273-8255

IF YOU ARE HAVING AN EMERGENCY, CALL 911

Extended Care & Rehabilitation Services

Extended Care & Rehabilitation Services provides quality care for Veterans in need of transitional rehabilitation. Programs include:

Inpatient Services:

- Skilled Nursing Care
- Ventilator Care
- Community Living Center
- Infusion Therapy
- Rehabilitation
- Hospice & Palliative Care
- Respite Care
- Dementia Care
- Geropsychiatry
- Social Services

- **Rehabilitation Services:**
- Speech Pathology
- Occupational Therapy
- Music Therapy
- Physiatry (physical medicine)
- Physical Therapy
- Pastoral Care
- Pool Therapy
- Low Vision Services
- Wheelchair Prescriptions

Outpatient Service - Adult Day Health Care :

- Rehabilitation
- Medical appointment assistance
- Activities & socialization
- Noon meal
- Personal care assistance

- **Home and Community Care Programs:**
- Contract Nursing Homes
- Community Adult Day Care
- In-home skilled nurse program
- Home Health Aid/Homemaking Services
- Home Hospice Care
- Infusion Therapy
- Home Based Primary Care
- Care Coordination Home Telehealth

Contact & Admissions Information:

Main Number (Operator) (320) 252-1670

TDD (320) 255-6480

Admissions Coordinator (320) 255-6414

Community Health Nurse (320) 255-6369

Rehabilitation (320) 255-6323

Adult Day Health Care (320) 255-6363

Home Based Primary Care (320) 252-1670, ext.6857

Pharmacy

The VA Pharmacy provides a wide range of medication and medical supplies for patients who are eligible for and receive VA services.

Can I get my medications at the VA?

Yes. Your VA provider will evaluate your medical condition and prescribe the medications you need. VA cannot fill prescriptions for non-Veteran TriCare patients.

Each time you meet with your provider

- **Bring a list of all medications you are currently taking.** This includes medication you are receiving from the VA, prescriptions you get from another pharmacy, over the counter medications and any herbal supplements you may be taking.
- **Following your appointment, visit the Pharmacy Intake staff. This is required for you to get your prescriptions filled.** You will receive important education about new prescriptions and will have the opportunity to ask questions and identify which medications you wish to receive from the VA. Inform Pharmacy staff if you do not wish to receive a medication or refill. If you need medication on the day of your visit, your prescription will be processed and available for pick-up in the central Pharmacy (Building 5.)

How do I request a prescription refill?

Please be sure to request prescription refills at least two weeks before you will need a new supply to be sure you don't run out of your medication.

- ***Refills are not sent automatically. It is important for you to speak with a member of our Pharmacy staff when you need medication or medical supplies provided by the Pharmacy.***
- ***By mail:*** Each time you receive a prescription, you will receive a refill request form. If this form is misplaced, you can request a refill in a letter. Mail your request at least two weeks before you will need a refill to:

**Pharmacy Service (SS-119)
VA Medical Center
4801 Veterans Drive
St. Cloud, MN 56303**

- ***At the VA:*** You may visit the Pharmacy Intake staff located in the clinic area and make your request.
- ***Through the VA's Web portal:*** www.myhealth.va.gov
- ***By Telephone (using a touch-tone phone):*** 1 (800) 661-0827
- ***By calling the Pharmacy Triage staff:*** (320) 255-6345

Monday - Friday between 8:00 a.m. and 4:30 p.m.

Does the VA have all the medications I need?

The VA pharmacy carries a wide variety of medications. Deciding which medications are right for you is a shared responsibility between you, your VA provider and your VA pharmacist. Because the VA is not able to carry every medication available on the market, you may not get a particular brand name medication. Your provider and pharmacist will select the best medication for you.

Will I need to pay for my medications and medical supplies?

Some Veterans are required to make a co-payment for medications. There is no co-payment charge for medications used to treat service-connected conditions. Prescription co-payments for non service-connected conditions are determined by your VA eligibility status.

If you have questions about your eligibility or co-payment requirements, please call the VA Eligibility Office at (320) 255-6340, Monday – Friday, between 8:00 a.m. and 4:30 p.m.

Will the VA Pharmacy fill prescriptions I get from a private provider?

If you receive care from a community provider, you should discuss your medication needs with your VA provider during your next scheduled appointment. If there is agreement about your diagnosis and the treatment needed, your VA provider may prescribe the same or similar medication. **The VA Pharmacy is only authorized to fill prescriptions written by VA health care providers.**

You are responsible for providing the VA with all necessary records and documentation from your community provider. To have an outside prescription filled at your VA pharmacy, ask your community clinic to send the following information:

1. A copy of your non-VA prescription.
2. A copy of your discharge summary if prescriptions are related to a recent hospitalization or

A copy of your non-VA provider's progress notes and lab results from the appointment during which your community provider wrote the prescription.

3. Mail to: [Triage Clerk \(PM-136A\)](#)
[VA Medical Center](#)
[4801 Veterans Drive](#)
[St. Cloud, MN 56303](#)

[Fax copies are also accepted at \(320\) 255-6416](#)

Please Note: It may take several days for VA staff to review the prescription and medical records from your community provider. You should make arrangements to get your medications from a community pharmacy if your provider tells you that you should start taking medication immediately.

My HealtheVet - Online Personal Health Record

My HealtheVet is VA's award-winning online Personal Health Record. My HealtheVet provides Web-based tools that help Veterans become active partners in their own health care, allowing them to make informed health decisions and store important health information. Through My HealtheVet, Veterans can access trusted, secure, and informed health and benefits information, at their convenience.

To access MyHealtheVet, go to www.myhealth.va.gov and follow the instructions on how to register. To fully access your My HealtheVet Personal Health Record complete an In-Person Authentication (IPA) at the Medical Center's Release of Information Office. This will allow you to access all MyHealtheVet features, such as:

- Activity & Food Journals
- Healthy Living Centers
- Log your Military Health History
- Personal Health Journals
- Trusted Health Information
- VA Benefits & Services
- VA Prescription Refills
- Health Information Tracking & Graphing

Soon, Veterans who have completed their In-Person Authentication can also view appointments, use secure messaging and receive wellness reminders.

For more information about the My HealtheVet program, contact Richard Schwegel at (320) 252-1670, ext. 6764.

Special Programs

Operation Iraqi Freedom/Operation Enduring Freedom Combat Veterans Program Office (320) 255-6453

Mike Mynczywor, Program Manager (320) 252-1670, ext. 6546

Mike Mathies, Social Work Case Manager

Deb Schumacher, RN Case Manager

Patrick McKenzie, RN Case Manager

Peggy Truax, Mental Health Case Manager

Krystyna Smoley, Program Support (320) 255-6453

Suicide Prevention Coordinators

Pamela End of Horn (320) 252-1670, ext. 6542

Mary Jo Pine (320) 252-1670, ext. 6719

Patient Advocates

Joan Vincent, Cheri Leonard, Leah Olson & Charity Hovre
(320) 255-6353

Homeless Veterans Program Manager

Carolyn Ramirez

(320) 252-1670, ext. 7190

Incarcerated Veterans Program

Sam Adams

(320) 252-1670, ext. 6752

Veterans Justice Outreach Program

Mike Mathies

(320) 252-1670, ext. 6275

Military Sexual Trauma Program Manager

Peggy Truax

(320) 252-1670, ext. 6849

Women Veterans Program Manager

Mickie Pittman-Leyendecker

(320) 252-1670, ext. 6798

Minority Veterans Program Manager

Katrina Wilder

(320) 252-1670, ext. 6566

Traumatic Brain Injury & Polytrauma Program Manager

Heidi Ampe

(320) 252-1670, ext. 7235

Special Programs

Low Vision Program Manager

Heidi Ampe
(320) 252-1670, ext. 7235

Spinal Cord Injury Program Manager

Heidi Ampe
(320) 252-1670, ext. 7235

Welcoming our Newest Veterans - Operation Enduring & Iraqi Freedom Program

Staff at the St. Cloud VA Medical Center are committed to serving the men and women who have served our Nation in Operations Enduring and Iraqi Freedom, and to helping them and their families successfully reintegrate after deployment. A team of dedicated professionals is available to all returning veterans to help them get the health care they need and to assist them as they transition back to life as a civilian. The Operation Enduring and Iraqi Freedom phone number is answered 24 hours a day, every day. **Please call (320) 255-6453 for questions and assistance.**

Eligibility information can also be found at: www.va.gov/healtheligibility

Other Services

American Legion Representative

(320) 255-6353
Building T100 Room 125
Monday – Wednesday 7:30 a.m. - Noon

Disabled American Veterans Representative

(320) 252-1670, ext. 6676
Building 8 Basement
Monday – Friday 8:00 a.m. – 4:30 p.m.

Stearns County Veteran Service Officer

(320) 656-6176
Building T100 Room 125
Thursdays 8:00 a.m. – 11:30 a.m.
Fridays 8:00 a.m. – 11:30 a.m.

Veterans Benefit Administration Advisors

Duane (Dewey) Kamp
Building T100 Room 106
Wednesdays from 9:00 a.m. – 3:00 p.m.
(320) 255-6353

Veteran Voting

Contact Recreation Therapy Voluntary Service Office
Building 8, Room 106 – Call (320) 255-6365 or dial extension 6365
Or contact the Recreation Therapist assigned to your unit
(Please see page 21 for complete information on voting.)

Veterans' Health Benefits

Access to VA Care

If you need to obtain information regarding your medical benefits, please contact the Eligibility office at **(320) 255-6340**.

Insurance

In 1985, the U.S. Congress passed the Medical Care Cost Recovery Act. This Act requires the Department of Veterans Affairs to bill third party health insurance for medical care provided to Veterans for treatment of their non-service connected conditions or disabilities.

Income Verification Matching

Public law allows the VA to compare Veteran-reported means test income data with the IRS and Social Security Administration records.

If your eligibility for VA medical care is based on income, you will be asked to provide income and dependent information for yourself and your spouse. All Veterans are asked to provide health insurance and employment information. Your VA means test is based on your prior year's gross income and must be updated annually.

Visitor Information

Parking

Parking is available for visitors in designated areas around the facility. Please see the map at the back of the packet. Cars that are improperly parked in handicapped or no parking zones will be ticketed or towed at the owner's expense.

St. Cloud VA Medical Center – A Smoke Free Facility

The St. Cloud VA Medical Center is a smoke-free facility. Please observe signage around the buildings and extinguish all smoking materials before entering the facility.

Canteen Service

The Canteen Retail Store is open Monday through Friday from 7:30 a.m. to 3:15 p.m. The Retail Store stocks gifts, snacks, clothing and personal items.

The Canteen Cafeteria is open Monday through Friday from 7:30 a.m. to 3:15 p.m. The canteen has breakfast and lunch menus.

Vending machines are located throughout the Medical Center.

ATM Machine

An ATM machine is located in Building Five, near the Pharmacy.

Chapel and Meditation Room

The VA Chapel is open every day from 8:00 a.m. to 4:30 p.m. Services are held on a daily basis except for Saturdays.

Monday through Friday:

Morning Devotions: 8:15 a.m.

Catholic Mass or Catholic Communion Service: 11:30 a.m.

Sunday:

Protestant Worship: 9:30 a.m.

Catholic Mass: 8:30 a.m., 10:45 a.m., and 4:00 p.m.

Confession on request

Native American Sweat Lodge meets twice a month on Wednesdays from 10:30 a.m. until 12:30 p.m. Those wishing to participate must get medical clearance from their health care provider. Contact Sandy Ruprecht at (320) 252-1670 ext. 6532 for further information.

Other Religious Services are available upon request or in the community. These include the services of a Jewish Rabbi, an Orthodox priest and others. Please contact the Chapel at (320) 255-6386 for assistance.

An Interfaith Meditation Room is available in Building 50 room 4. A key to access the room is available at the nursing station on Building 50, first floor.

Health Care Decisions

Shared Decision-Making

You may see or hear the words “shared decision-making” during your visit to the VA. Shared decision-making means that we will partner with you to make decisions about your care. We will listen to your concerns and preferences about your care and provide information on medications, treatments and how maintain a healthy lifestyle.

Advance Directives

We use the latest medical treatment to support and sustain life. We recognize that the individual has the right to state how they want to be medically treated.

Patients are encouraged to complete an Advance Directive (or “Living Will”), to make their wishes known in case they become unable to voice their wishes.

Organ Donation

The donation of organs, tissue and eyes has become a successful, routine practice that can save lives. To find out more information about being an organ donor, contact the nursing staff or social worker in the area where you are receiving care.

For Further Information, contact
Your Treatment Team Social Worker
or
Chaplain: (320) 255-6386

Your Right to Vote – for Minnesota Residents

Patients who are eligible to vote may do so by absentee ballot. You must get an Absentee Ballot from your home precinct. If you intend to remain at the St. Cloud VA Medical Center indefinitely this is considered your home precinct. Recreation Therapy Voluntary Service is here to help you register and complete the voting process.

How can I obtain an absentee ballot?

- **In Person / In Advance**

You can get an Absentee Ballot from the office of your county auditor or city clerk in person starting 30 days before Election Day, up until 5:00 p.m. on the day before the election and vote early.

- **By Agent**

You may designate someone, an “agent,” to pick up an absentee ballot from your local election official and bring it to you. An “Agent” is a family member or any person with whom you have had a pre-existing relationship (such as a friend or neighbor) who may act in your place to do certain things.

- **By Mail**

You can apply for an Absentee Ballot at any time. Ballots are mailed to voters who have applied at least 30 days before an election, or as quickly as possible. Absentee Ballots will not be sent more than 30 days before the Election Day.

Are you Registered to Vote?

If you are not already registered to vote in your precinct, your local elections official will send a Voter Registration Application along with the absentee Ballot. This allows you to complete both actions at once and will save time.

How can I vote if I am not a Minnesota resident?

You can apply for an absentee ballot from your place of residence. Each state has its own procedure to follow. Recreation Therapy Voluntary Service can help you identify how to vote in your home state.

**If you need help with this process, please contact:
Recreation Therapy Voluntary Service Office - Building 8, Room 106
(320) 255-6365 or dial extension 6365 or
Contact the Recreation Therapist assigned to your unit.**

Patient & Nursing Home Resident Rights & Responsibilities:

The St. Cloud VA is pleased you have selected us to provide your healthcare. We want to improve your health and well-being. We will make your visit or stay as pleasant as possible. As part of our service to you, to other Veterans and to the Nation, we are committed to improving healthcare quality.

Your basic rights and responsibilities are posted throughout the Medical Center and are outlined in the VA brochure, *Patient and Nursing Home Resident Rights and Responsibilities*.

Please talk with VA treatment team members or a patient advocate if you have any questions or would like more information about your rights.

Customer Service

The St. Cloud VA Medical Center takes pride in providing the highest quality of care and outstanding customer service to the Veterans who have served our Nation. We recognize there may be times when a patient or family member has a concern that requires our attention. Because the best time to let us know of any issue or question is at the time it happens, please use any of the following ways to resolve your concern.

- **Contact staff in every area**

No matter which service you visit when you come to the St. Cloud VA, you will always be able to find a staff member to assist you in resolving your issue. We encourage Veterans and their families to speak up when they have a concern.

- **Patient Advocates – Located in Building T100 Call - (320) 255-6353**

St. Cloud VA Medical Center has four skilled Patient Advocates who are eager to help you with your concern. The Patient Advocates serve as liaisons and the medical center's service areas, acting on the patient's behalf to resolve their concerns, and ensuring that patients understand their rights and responsibilities.

- **Patient Feedback Tools**

A variety of feedback tools allow you to provide information about the care and service you receive. Please take time to participate in and use these feedback tools. Our goal is to provide compassionate, quality care in a timely and respectful manner.

- **Comment Card Boxes** are located throughout the Medical Center. We hope you'll take time to tell us how we're doing and let us know how we can improve. Your compliments are always welcome, too!

- **Provider Satisfaction Survey** – A few days after your clinic visit, you may receive a satisfaction survey that asks about your visit with your health care provider. We encourage you to take time to let your provider know about your experience.
- **Survey of Healthcare Experience of Patients** – After your visit, you may receive a confidential questionnaire in the mail asking you about your most recent outpatient or inpatient treatment at our medical center. Please use the survey to let us know of any concerns, complaints, questions or compliments about your care.
- **Periodic Special Interest Questionnaires** – Occasionally, when we are considering making changes, you may receive a short questionnaire at your clinic visit. These surveys help us understand how Veterans feel about the change we are considering and help improve service.
- **Customer Service Committee** – The Customer Service Committee is made up of members from each service area and Veteran representatives. The committee meets to identify and resolve customer concerns. If you are interested in serving on the committee as a Veteran representative, please contact Joan Vincent at (320) 255-6353.

TELEPHONE NUMBERS

Main VA Phone Number	(320) 252-1670
TDD User	(320) 255-6540
Suicide Prevention Hotline	1 (800) 273-8255
Homeless Veterans Hotline	1 (877) 424-3838
Billing	1 (866) 347-2352
Chaplain Service	(320) 255-6386
Eligibility Clerk	(320) 255-6340
Fee Basis Clerk	(320) 255-6483
Nutrition Clinic	(320) 255-6376
Operation Enduring Freedom &	(320) 255-6453
Operation Iraqi Freedom Program Office	
Patient Advocate	(320) 255-6353
Pharmacy Refill Line	1 (800) 661-0827
Privacy Officer	(320) 252-1670, ext. 6810
Public Relations	(320) 255-6381
Release of Information (Medical Records)	(320) 255-6336
TriCare	(602) 564-2161
Volunteer Service	(320) 255-6365
Primary and Specialty Medicine	
Scheduling & Re-scheduling appointments (8:00-4:30, Monday-Friday)	(320) 255-6339
Telephone Care (8:00-4:30, Monday-Friday)	(320) 252-1670, option 4
After hours/weekends/holidays	1 (866) 687-7382

TELEPHONE NUMBERS

Surgical & Specialty Care Clinic Services

Scheduling & Re-scheduling appointments (320) 255-6429

Mental Health Services

Scheduling & Re-scheduling appointments (320) 255-6322
(8:00-4:30, Monday-Friday)

Telephone Care (8:00-4:30, Monday-Friday) (320) 255-6322

After hours/weekends/holidays 1 (866) 687-7382

Extended Care & Rehabilitation Services

Admissions Coordinator (320) 255-6414

Adult Day Health Care (320) 255-6363

Community Health Nurse (320) 255-6369

Home Based Primary Care (320) 252-1670, ext. 6587

Rehabilitation Information (320) 255-6323

Chaplains (320) 255-6386

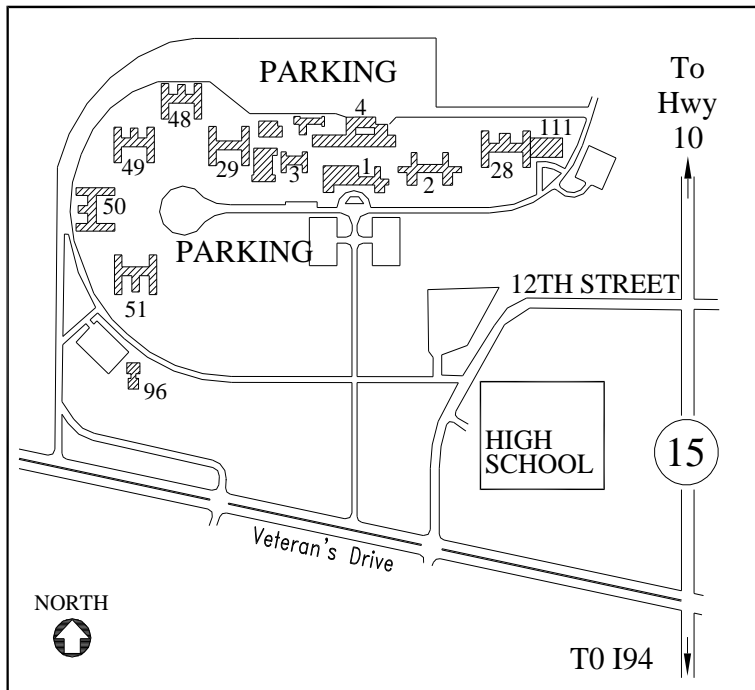
Community Based Outpatient Clinics (CBOCs)

Alexandria Clinic (320) 759-2640

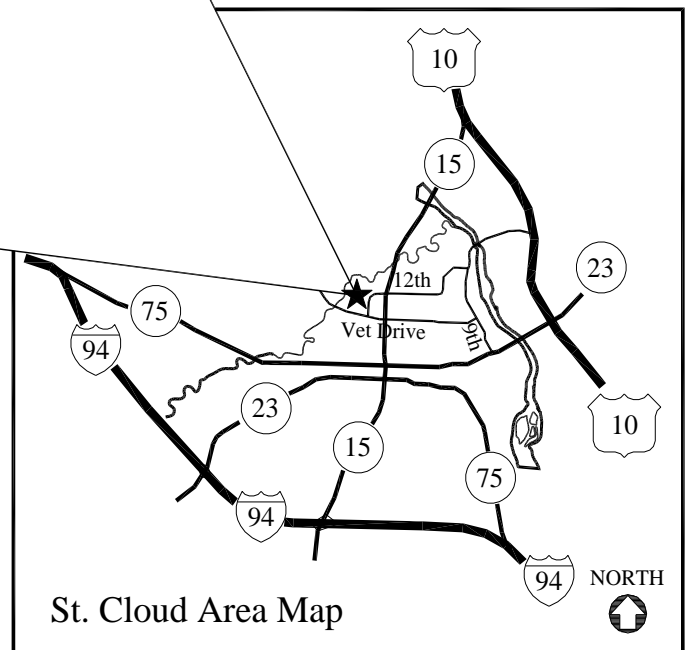
Brainerd Clinic (218) 855-1115

Montevideo Clinic (320) 269-2222, ext. 7640

Directions to St. Cloud VA Medical Center



St. Cloud Veterans Affairs Medical Center
4801 Veteran's Drive
St. Cloud, MN 56303



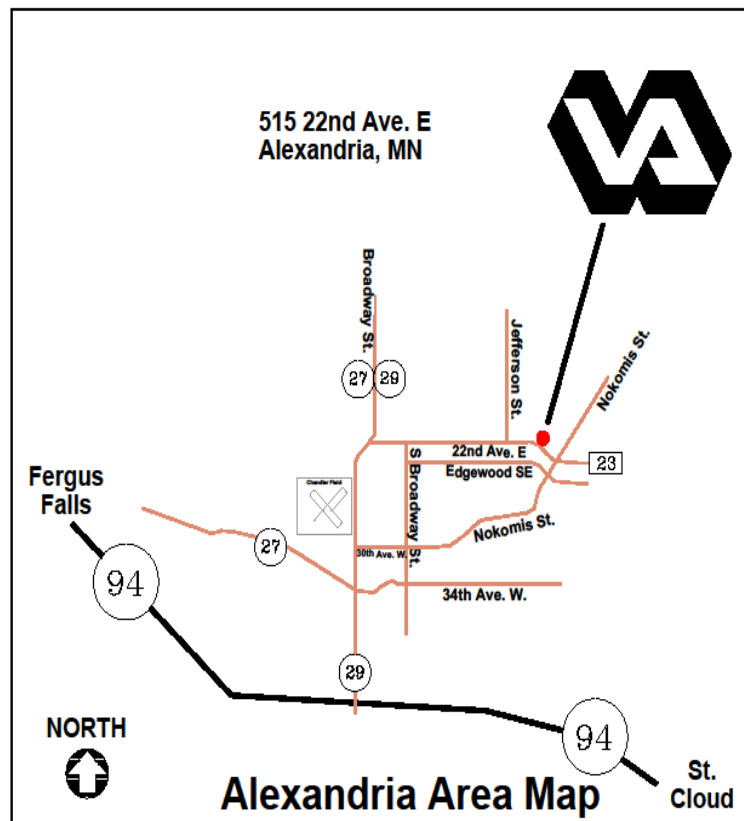
Directions to Alexandria Community Based Outpatient Clinic

515 22nd Avenue East

Alexandria, MN 56308

Please call (320) 252-1670

or check our Web site, www.stcloud.va.gov for more information.

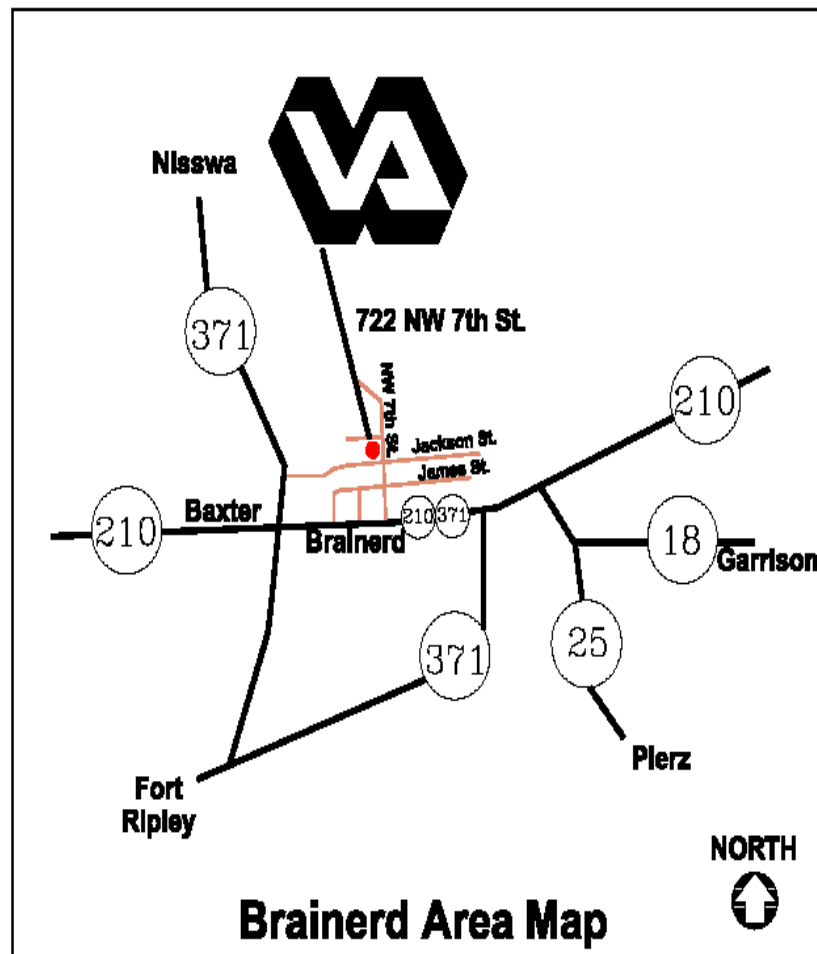


Directions to Brainerd Community Based Outpatient Clinic

722 NW Seventh Street
Brainerd, Minnesota 56401

Please call (320) 252-1670

or check our Web site, www.stcloud.va.gov for more information.

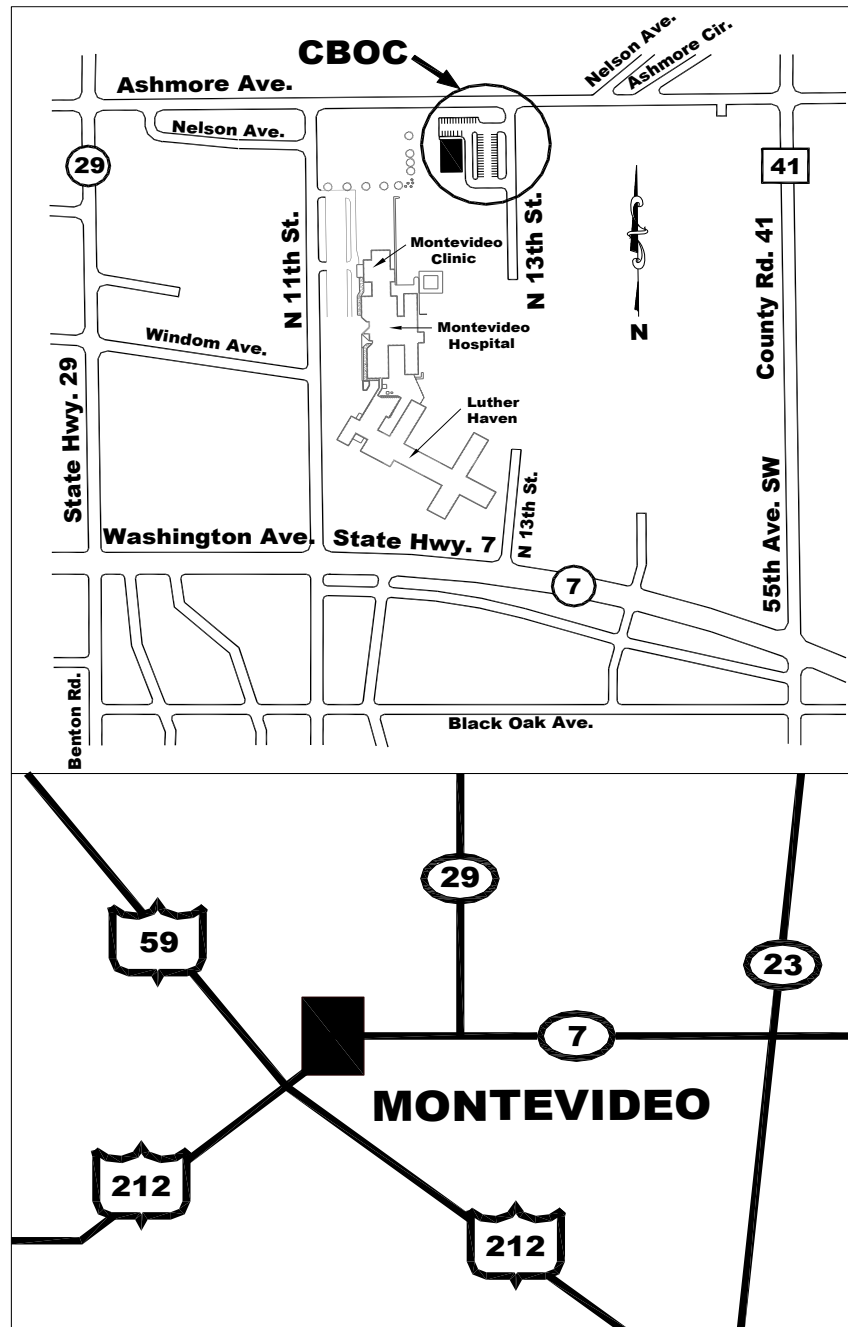


Directions to Montevideo Community Based Outpatient Clinic

1025 North 13th Street
Montevideo, Minnesota 56265

Please call (320) 269-2222

or check our Web site, www.stcloud.va.gov for more information.



VA Medical Center
4801 Veterans Drive
St. Cloud, MN 56303-2099

Main Phone: (320) 252-1670
www.stcloud.va.gov

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